



Collaborative Relationship Management Master-Class

12th November 2014. Jūrmala, Latvia
Learn more: <http://ej.uz/ecrcrm>



Purpose

Strong collaboration skills result in successful problem solving, idea generation and product/process improvement internally and externally. These skills are essential for every team member. They are especially important in today's multicultural, multi-generational, multi-location workforce and for newly formed teams that are trying to adapt to new projects and responsibilities.

How do you view your Customers today?

A "means to an end"?

A "necessary evil"?

Someone to transact business with?

Or, a genuine partnership seeking shared beneficial results for both parties?

Especially in a competitive B2B environment, how key Customers are positively managed is not just "nice to have" but a strategic imperative where collaboration is essential.

Target Audience

The course is designed for teams who interact with one or more major customers in their business. Ideally these teams will be "multi-functional" if the business is conducted by more than Buyers and Sellers.

Who Should Attend

You may believe yourself to be a natural collaborator or you may be more comfortable working independently. Either way, a few simple behavioral changes can make you an even better team player. The training is particularly valuable to Team Leaders or indeed full business teams.

How You Will Benefit

- Understanding your "Personal Collaborating Effectiveness" – your strengths and opportunities
- Increase your business success rate.
- Improve your professional relationships - groups outperform individuals on complex tasks and individuals then do better on later individual's assignments as well.
- Gets greater satisfaction working with others.
- Enhance your reputation in the organization.

About the Facilitator



Kevin Hawkins has more than 35 years professional experience in leading the development and deployment of Sales Capability programs for more than 10,000 employees of Procter & Gamble and its business partners in Central and Eastern Europe, Middle East and Africa (CEEMEA).

He has a background in the Sales function and is highly qualified to train Selling and Negotiation skills. Kevin also has wide experience of and is an authoritative and dynamic speaker on a range of Commercial skills. These include Leadership, Teamwork, Coaching, Motivation, Execution and Formal Presentation skills.

Seminar details:

Date: 2014.11.12

Start at 9:00 - 16:00

Place: Baltic Beach Hotel , Jūrmala,
Jūras iela 23/25

Costs:

ECR Baltic members:

EUR 400 + 21% VAT

Others:

EUR 600 + 21% VAT

Hotel booking from EUR 57

Promo!

Use 5% «ECRPROMO» discount code when register online:

ecr-baltic.org/en/register-here/

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Testimonials:

"Kevin has left his mark on many businesses and thousands of people who have benefitted from his training and coaching. I am one of those to benefit immensely from Kevin, both professionally and personally."

Stefan Scholl, Vice President, Customer Business Development, CEEMEA

"Kevin is definitely in the top, top list of the trainers. His great moderating, training and coaching skills helped to shape up generations of the current and future P&G leaders across the globe."

Andrey Fedulov, Director, Customer Development, Carlsberg Group, Switzerland